

**PENTAGON RENOVATION PROGRAM
ADMINISTRATIVE POLICY AND PROCEDURES**

PMP No. 99-38a

OPR: Administrative Management Support Group


12 MAR 2001

1.0 General. The Administrative Management Support Group is responsible for providing administrative support and procedures to the Pentagon Renovation Program (PENREN). The Group will balance requirements and resources to ensure the program needs are met. The Administrative Management Support Group is composed of administrative support personnel from all organizations involved in the program.

2.0 Administrative Functions. Listed below are the administrative policies and procedures established for the program:

- a. Executive Correspondence See PENREN Policy 01-01
- b. Distribution (TAB A)
- c. Transportation See PENREN Policy 01-05
- d. Records Management and Document Control (TAB B)
- e. Parking Permits See PENREN Policy 99-19b
- f. Badge Application Requests See PENREN Policy 99-24b
- g. Property Accountability and Distribution (TAB C)
- h. Expendable Supplies and Procedures See PENREN Policy 01-02
- i. Telephone Services (TAB D)
- j. HELpline – See PENREN Policy 98-11a
- k. Conference Room Management (TAB E)
- l. Welcome Brochure and New Personnel Orientation (TAB F)
- m. Program Letterhead See Reno-FS5 drive in the Administrative Management Support folder
- n. Building Maintenance (TAB G)
- o. Awards See PENREN Policy 99-27c

This policy is effective immediately and will remain in effect until modified or rescinded.


Walker Lee Evey
Program Manager

Enclosures:
As Stated

TAB A DISTRIBUTION

1.0 GENERAL. There are four sources from which any correspondence can enter program offices – mail (USPS, FEDEX, UPS), fax, Pentagon correspondence, or correspondence internal to the program. The Program Manager or Deputy Program Manager must review all official PENREN correspondence. It is incumbent upon all PENREN staff members to ensure that correspondence is routed properly.

2.0 PENREN MAIL ROOM. This room is located adjacent to the front reception desk in the PENREN main building, 100 Boundary Channel Drive, Arlington, VA 22202. The front receptionist desk will provide oversight for this function. There will be boxes in the room for:

- a. Each Group
- b. Outgoing Pentagon Correspondence
- c. Incoming Pentagon Correspondence
- d. Incoming US Mail and small packages

This room will remain locked during non-working hours. The key will be maintained at the front reception desk. PENREN Groups should empty their boxes daily.

3. MAIL.

- a. Mail. USPS mail, FEDEX, UPS, and any other official mail deliveries to PENREN will be delivered to the front reception desk. The receptionist will distribute mail to the aforementioned boxes. The receptionist will email recipients of packages to be picked up. No PENREN employee is authorized to receive personal mail at the PENREN mailing address. An exception (not to exceed 45 days) may be made for new employees moving from outside the National Capital Region into this area until his/her permanent address is established.
- b. Faxes. Any official faxes for the Program Manager and/or Deputy Program Manager, as well as any other official faxes addressing any PENREN issues will be forwarded to the Administrative Management Support Group's Correspondence point of contact to be logged in and given to the appropriate Manager.
- c. Correspondence. There are two sources for correspondence distribution to and from the Pentagon.
 - (1) A contract courier furnished by WHS/RE&F will deliver to and from room 5A673 (OSD mailroom), once in the morning around 10:00 a.m. He or she will deliver and pick up from the front receptionist desk, only. The Administrative Management Support Group is responsible for the distribution of this material.

- (2) The Administrative Management Support Group will conduct one mail run, at daily at 1:00 p.m. This run includes the Building Pass Office, the Pentagon Parking Office, WHS Budget and Finance, and other locations as necessary. The Administrative Management Support Group will deliver outgoing correspondence from the PENREN to various offices within the Pentagon, only.

TAB B RECORDS MANAGEMENT AND DOCUMENT CONTROL

1.0 GENERAL. Program document control and tracking will be centralized at the program level using Information Resource Center (IRC) resources to electronically file documents. Official PENREN documents will be scanned and stored electronically at the program level and, if necessary, sent to program members. Controlled access to electronic documents will be provided by a browser based document manager.

2.0 OFFICIAL DOCUMENTS. An official document that requires tracking at the program level is described below. The backup documentation is not necessarily a part of the official document and may not be scanned.

- a. Is an official program policy, procedure, study, drawing, specification or directive;
- b. Is signed by the Program Manager and/or Deputy Program Manager;
- c. Provides specific and official direction to a contractor;
- d. Provides official direction or correspondence to a tenant regarding the program;
- e. Officially represents the program to an agency outside or inside the Department of Defense (DoD) and;
- f. Incoming correspondence from any political figure, General Officer or SES, the director of a major organization within the Office of the Secretary of Defense, from another government agency asking program questions.

3.0 DOCUMENT FLOW.

- a. Daily.
 - (1) Each Group and/or IPT will gather official documents to be tracked and take it to the Administrative Management Support Group's Correspondence and/or Document Control point of contact to be scanned. The action officer will maintain the original copy.
 - (2) The Administrative Management Support Group's Correspondence and/or Document Control point of contact will review and forward these documents to the IRC daily or periodically.
 - (3). The IRC will store the document.
- b. Historical.
 - (1) Each Group and/or IPT will identify program-related historical documents that require archiving. These may be generated from a completed project, an overflowing desk or filing cabinet, or the departure of an employee.

- (2) Forward these to the Administrative Management Support Group's Correspondence and/or Document Control point of contact to be scanned. They will forward copies to the Information Resource Center.

4.0 RESPONSIBILITIES.

- a. Each Group and/or Integrated Product Team (IPT) leader is responsible for identifying official program documents that require tracking and scanning. He or she will also ensure that only relevant program documentation is scanned. If the IPT has Expedition capabilities, the official documents for the IPT will be maintained using Expedition.
- b. The Information Management and Telecommunications (IM&T) IPT will establish technical operating procedures to ensure that documents are accessible to program employees, and are electronically maintained.
- c. The IM&T IPT will be responsible for periodic backup and fire protection of the electronic document files

TAB C PROPERTY ACCOUNTABILITY

1.0 GENERAL. Each Group is responsible for its property accountability based on the pertinent and applicable regulations. Program property is either Information Management (IM) equipment or other accountable Washington Headquarters Services' (WHS) property.

2.0 PROPERTY BOOK OFFICERS.

- a. The IM&T IPT will provide a PENREN Property Book Officer (PBO) to consolidate and centralize the IM Assets for the PENREN Program. IM assets will be managed utilizing the Defense Property Accounting System (DPAS).
- b. Each Group Leader will sign for and be held accountable for all other property and for IM assets.

3.0 INFORMATION MANAGEMENT (IM) PROPERTY. IM equipment all Government Furnished Equipment (GFE). All IM equipment within the PENREN Program will be identified through bar-coding or other acceptable tagging methods.

- a. New GFE. The PENREN PBO will be provided copies of procurement and/or shipping and receiving documents for all incoming IM GFE. The equipment will be inventoried and added to the DPAS Property Catalog upon receipt. All incoming GFE will be bar-coded with the sticker placed in a readily visible position on the equipment prior to distribution. The IM IPT will notify the PENREN PBO upon distribution of the equipment to the authorized users.
- b. Existing GFE. The IM IPT will maintain a spreadsheet, shared with the PENREN PBO, detailing make, model, serial number, location, and assigned user. As equipment is moved or reassigned, the IM IPT will notify the PENREN PBO so that the DPAS Property Catalog and Hand Receipts will be updated as required by the pertinent regulations. As a minimum, the following equipment will be monitored: monitors, CPUs, printers, plotters, scanners, photocopiers, servers, copiers, facsimile machines, and other IM end-item equipment with a value of \$300 or more.

4.0 OTHER PROPERTY. Other property consists of hand receipted items determined by WHS' Real Estate and Facilities' (REF) Supply and Services Division (SSD).

5.0 RESPONSIBILITIES

- a. Property Book Officers will:
 - (1) Follow all applicable regulations governing property management in the specific organization;
 - (2) Hand receipt property to not lower than the IPT Leader level;

- (3) Update hand receipts utilizing the DPAS Property Catalog or other applicable system;
- (4) Update hand receipts and inventory property yearly in accordance with DOD requirements;
- (5) Notify the Deputy Program Manager if property is discovered to be missing or damaged and initiate proper procedures with security;
- (6) Maintain or dispose of surplus or unserviceable equipment properly and timely manner.

b. Hand Receipt Holders will:

- (1) Maintain a copy of the hand receipts;
- (2) Sub-hand receipt property to the user level;
- (3) Conduct an inventory of assigned equipment, including sub-hand receipts, annually;
- (4) Notify the PBO if property is missing, changed or damaged;
- (5) Turn in equipment and close out hand receipts when departing the Program.

c. IM IPT will:

- (1) Notify the PENREN PBO of any IM equipment moves or reassignments;
- (2) Document the distribution of any new IM equipment.

TAB D TELEPHONE SERVICES

1. TELECOMMUNICATIONS SERVICE CONTROL OFFICER (TSCO): The PENREN Telecommunications Service Control Officer (TSCO) will be a member from the IM&T IPT. The TSCO is responsible for submitting requests for moves, changes, and additions of telecommunication services. Each IPT will designate a POC for telecommunication issues. Telephone problems should be reported to the appropriate POC in each IPT who will in turn notify the TSCO.

2. TELEPHONE USAGE:

- a. Telephones are to be used by employees **for official business**. All official telephone charges, including long distance, will be logged, reviewed, and approved by the organizational chain of command.
- b. Personal calls are permitted on a *limited basis* and in cases of emergencies.
- c. Long distance calls are for **official business, only**. Personal long distance calls should be charged to the employee's personal long distance carrier. When reimbursement to the government for personal long distance calls is required, checks will be made out to AFO-DSN 5037, and the checks given to the TSCO on a monthly basis.

3.0 VOICE MAIL POLICY.

- a. Appropriate voice mail greetings include the following:
 - (1) "This is Jane Doe of the Pentagon Renovation Program (or your group/IPT that you work for). I'm not available to take your call at this time. Please leave a message and I will get back to you as soon as possible. If you need further assistance please dial zero."
 - (2) If a staff member is on extended TDY or leave, he/she should use the Extended Absence option and press Call Forward All Calls (CFALL) for ISDN phones or program the phone to ring to voicemail directly (those who have the cream-colored AT&T analog phones).
- b. ALL personnel assigned to the Pentagon Renovation Program will have a voice mail password on file with the TSCO. If an employee's password is unavailable to the TSCO, he/she must place an order to reinitialize the mailbox and any new or archived messages will be erased. The government is charged for resetting passwords. All passwords are filed in a locked cabinet, and are opened only when a voicemail account must be changed. Upon departure, each staff member is required to change the password back to "REGION".

4.0 OTHER.

- a. Personal credit card calls may be dialed directly from any unrestricted telephone line serviced by any DoD Centrex Central Office in the National Capital Region. To place a personal credit card call, an employee must first know his or her long distance carrier's direct dial access code. For example, AT&T's direct dial access code is 10 + 288. To reach the AT&T long distance network, the user must dial as follows: 99 + 10 + 288 + area code + local number. At the tone, the personal credit card number is entered. All calls placed via a personal credit card will be billed directly by the long distance carrier.
- b. Long Distance Information (1 + Area Code + 555-1212) can be dialed directly from unrestricted telephones. However, there is a premium charge for such calls, and each call will be reflected on the Telephone Usage Report.
- c. Calls to Area Codes "800" and "888" can be dialed directly from any DoD phone. However, details of Area Codes "800" and "888" calls will be reflected on the monthly Telephone Usage Report.
- d. Retrieval of voice mail from elsewhere – Voice mail calls can be retrieved while on TDY or vacation by calling 1-800-872-3879.

11

TAB E CONFERENCE ROOM MANAGEMENT

1.0 GENERAL.

- a. The conference rooms for the program are available through the email system under Pentagon Renovation Resources and Services.
- b. The control authority for the conference rooms is solely the front reception desk.
- c. To book a conference room:
 - (1) Book the room through the front receptionist desk in person or via the email system. Do not invite a conference room from your desktop computer.
 - (2) Provide a POC and telephone number, along with the name of the meeting. If no POC is listed, the front desk receptionist staff can and will cancel the meeting.
 - (3) Conference rooms will not be double booked. Negotiate with the POC who has the room reserved and both parties must inform the front receptionist desk of the agreed upon change.
 - (4) The only person who scheduled the meeting is the front receptionist desk staff.

2.0 ROOM ETTIQUETTE. After holding the meeting, the POC will ensure the conference room is left clean and the chairs straightened. All materials are removed from the table, flip charts and all white boards are wiped clean. The lights are turned out and the windows closed and locked.

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TAB F WELCOME BROCHURE AND NEW PERSONNEL ORIENTATION

1.0 ARRIVAL. As soon as it is known that a new person is coming to join PENREN, the Group and/or IPT Leader will:

- a. Notify the IM&T IPT for computer support and to set up appropriate accounts and required software;
- b. Determine seating from the Group and/or IPT Leader;
- c. The IM&T IPT will log the new person into the PENREN database within 5 days of arrival;
- d. If there is a change to the organizational chart, inform the Administrative Management Support Group's point of contact.
- e. Establish a personnel information file, as necessary. (NOTE: This information is confidential and not for publication);
- f. Notify the TSCO for phone connectivity;
- g. Begin the application process for a badge and parking permit;
- h. Schedule an office call with the DPM and PM, as appropriate;
- i. Group and/or IPT Leaders to review PENREN's security procedures and protocols.

2.0 WELCOME PACKET. The Administrative Management Support Group will ensure that all incoming personnel receive a welcome packet, as well as a Safety Handbook. The Administrative Management Support Group will maintain these packets.

- a. The Welcome Packet will contain:
 - (1) A PENREN in-processing checklist sheet;
 - (2) A welcome letter from the Program Manager;
 - (3) A copy of the most current Report to Congress (either hard copy or CD);
 - (4) A copy of the current abbreviated organizational chart;
 - (5) A copy of the most current monthly Program Review slides (if available). Otherwise reference as to its location on the "G" drive;
 - (6) Excerpts or the entire packet from the Armed Forces Hostess Office (NOTE: some items are not applicable to contractors or nonmilitary personnel);

- (7) A PENREN badge holder;
- (8) A PENREN order form for PENREN shirts or other PENREN logo products;
- (9) A sheet with the history of the PENREN logo and the PENREN web site address;
- (10) A copy of the correspondence policy and procedures;
- (11) An information sheet explaining the network organization (i.e., in-processing IM&T form)

3.0 DEPARTURE. Whenever possible, not less than five working days prior to the departure, the departing staff member will :

- a. Begin check out process through the PENREN checkout list;
- b. Change voice message password back to "REGION";
- c. Inform IM&T IPT of the impending staff member's departure for turn-in of assigned computer and for removal from network access;
- d. As applicable, clear hand receipts;
- e. Turn in any keys issued for offices, building and/or or desks to the Administrative Management Support Group's point of contact;
- f. Turn in the parking permit;
- g. Turn in Pentagon-issued badge;
- h. Turn in any and all government-issued credit cards.

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TAB G BUILDING MAINTENANCE

1.0 GENERAL. The Administrative Management Support Group is responsible for the maintenance of the Modular Office Complex (MOC) and all PENREN-occupied construction trailers. There is an annual budget allocation to maintain the buildings.

2.0 PROCEDURES FOR BUILDING MAINTENANCE WORK. If a problem arises in any building, the PENREN staff member that sees it should:

- a. Notify the Administrative Management Support Group's points of contact (POC) and then the Group Leader.
- b. The Administrative Management Support Group POC will call the Pentagon Building Maintenance Office (PBMO) to respond to the call.
- c. No one will touch or adjust a thermostat or other device in the building at any time.
- d. The Administrative Management Support Group POC will maintain a current list of building issues.
 - (1) This list will be published quarterly to the Group Leader, to ensure all building maintenance issues are listed properly.
 - (2) This list will also contain the current schedule for repairing the problem. These maintenance issues will be coordinated with the Resource Management IPT, if funding is required.